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## Specialized Veteran and Military License Plate Being Pursued

WDVA is seeking signatures to support the issuance of a series of specialized license plates displaying the emblems of each branch of military service.

Due to changes in the way the State Legislature and Department of Licensing handle specialized plate requests, 2000 signatures of support for each branch of service, are needed to present the request to the 2005 Legislature.

Proceeds from the Veteran and Military License Plate will be used to provide programs and services for homeless veterans, memorials honoring veterans and possibly the maintenance of a future state veteran's cemetery.

If you are interested in purchasing a specialized Veterans Military License Plate, all veterans are encouraged to go to your Administration office and sign a signature sheet. You may also take one with you to gather more from your friends and neighbors.

## NASVH Elects Alvarado-Ramos 04-05 President

The National Association of State Veterans Homes (NASVH) has elected Lourdes (Alfie) Alvarado-Ramos as their incoming 2004-2005 president.



This will be the first time in the 52-year history of the association that a woman will hold the position.

Alvarado-Ramos, the Assistant Director of the Washington State Department of Veterans Affairs, is responsible for administering statewide service to Washington's more than 670,000 veterans. She previously served as superintendent of two of Washington State's Veterans Homes in Orting and Retsil.

Alvarado-Ramos served 22 years in the U.S. Army, retiring in 1993 as the Command Sergeant Major of Madigan Army Medical Center.

NASVH membership is made up of the administrators and staff representing state-operated veterans homes throughout the U.S. Their mission is to insure every eligible veteran of the armed forces of the United States of America receives the benefits, services, long-term health care and respect earned by their service and sacrifice, and to ensure the level of care and services provided by state veterans homes meets or exceeds the highest standards available.

"NASVH is fortunate to be receiving the leadership of Alfie Alvarado-Ramos," said John M. King, WDVA director. "The veterans in Washington State benefit greatly due to her service and dedication, and I have every confidence that she will bring the same level of caring to the rest of the countries veterans."

Alvarado-Ramos was sworn in at the association's annual convention in Denver, CO on July 28, and will serve a one-year term as NASVH's president, beginning Oct. 1, 2004.

# GUEST COLUMN

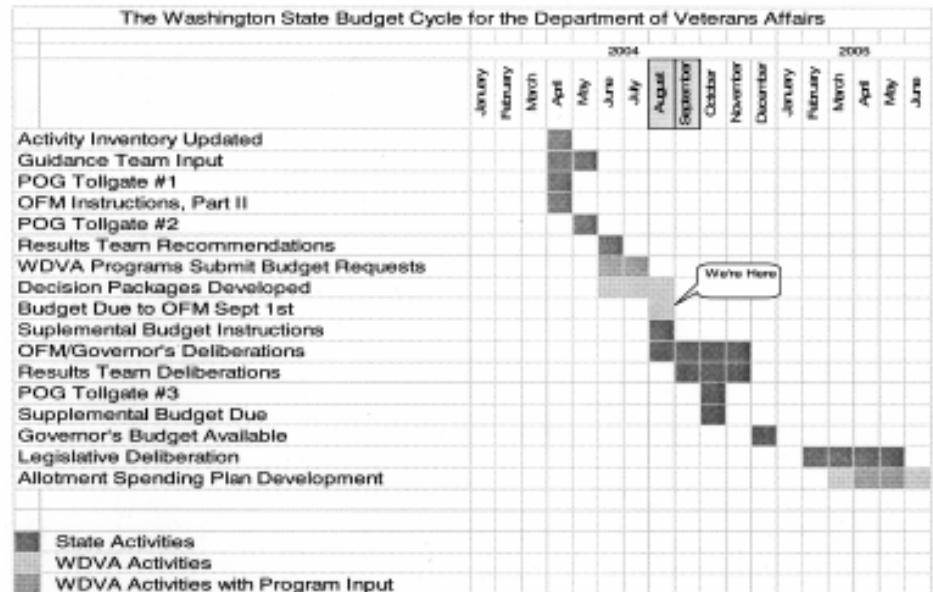
## WDVA Budget Update

By Gary Condra, Chief Financial Officer

### 2005-2007 Biennial Budget

WDVA submitted the agency's 2005-2007 budget request to the Office of Financial Management (OFM) on September 1, 2004. This information will be used by OFM and the Governor's Policy Office as they go through the Priorities of Government (POG) assessments to determine where the state's resources will be focused.

The graphic to the right outlines the budget cycle. Between now and the time Governor Locke submits his budget request to the Legislature on November 20, WDVA Director John King and I will work closely with the POG team and OFM.



### WDVA Financial Position: June 2004 – June 2005

Budget and accounting staff members closed the 2004 budget books on June 30. The hard work of everyone in the agency has paid off and WDVA had a positive balance at the end of the 2004 fiscal year. While the 2004 close shows a positive balance, the 2005 appropriation is lower and the positive balance from 2004 will offset a projected shortfall in 2005. The 2005 projections also assume our expenditures and revenues will be equal to those in the 2004 year, so each of us must continue being diligent in performing our daily work.

The bottom line is that the money left this year will be just enough to cover next year's shortfall.

#### 04 Expenditures vs Authority

GF-State	\$11,560,176	\$11,560,176	
Revenues	\$28,565,595	\$29,748,758	(\$1,183,163)
Total Available	\$40,125,771	\$40,073,990	\$51,781
			\$1,234,944

#### 05 Expenditures vs Authority (Projected)

GF-State	\$10,276,924	\$10,276,924	
Revenues	\$29,710,900	\$28,206,772	\$1,504,128
Total Available	\$39,987,824	\$39,589,090	\$398,734
			(\$1,105,394)

#### BIENNIAL CLOSE

04 Ending Balance:	\$1,234,944
05 Ending Balance (projected):	(\$1,105,394)
03-05 BIENNIAL CLOSING BALANCE (projected):	\$129,550

## SUSTAINABILITY SUCCESS STORY

### Orting Custodial and Food Service Staff Going Green!

At the Washington Soldiers Home, Donn Lewis, Plant Manager 1, and Marlene Weir, Dietary Manager, worked with Regina Kilby, the Supply Officer, to review all their chemical products in an effort to retain only those that were environmentally friendly. Both Custodial and Food Service staff were also recruited to find new, more efficient cleaning products and methods to reduce costs - one of the agency's many sustainability goals.

In January, custodians conducted a pilot test, of the new products, in one wing of the nursing care facility; and slowly expanded the use of these non-toxic, "environmentally safe", new cleaning products throughout the building.

By July, Orting's nursing facility, its dining room and the main dining hall had entirely switched to the new green floor care products. As the old chemicals are eliminated from Orting's supply inventory, only new "environmentally safe" products will be ordered. Already, use of these new chemicals has proven as environmentally effective against disease and bacteria as the old products with absolutely no

increase in virus or infectious diseases.

According to Dorothy Porter, Quality Assurance /Infection Control Nurse, "The new green cleaning products and custodial practices are working very effectively and caused no infection control problems since the 'green' program began here."

#### A HIDDEN BENEFIT DISCOVERED

Jan Nestegard and other custodians found an additional benefit to using environmentally friendly products - mops! While working with vendors, a new micro-mop floor care system was discovered and tested as well. Instead of using a new string mop for each resident's room and obtaining a new bucket of product (to prevent have cross-contamination problems while cleaning from room-to-room), a new wet Velcro flat mop is removed



Jan (Left) and Crystal working with the new micro-mops.

from a single bucket containing numerous rolled up flat ones and then attached to a flat metal mop-head and handle. This reduces the back-breaking task of wringing-out heavy wet mops and then having to return to the janitorial closet before and after each individual resident's room is cleaned. This new micro-mop practice **reduces time and labor by at least 20% and actual product use has been reduced by about one-third.**

The new "green" product's use was expanded by the Dietary Manager to the Main Dining Hall in July. She thinks the new floor care mopping system and new green products will "pay for themselves" in both labor and product usage in just a few months. For seasoned maintenance professionals, like custodian, Haruki Grubbs, it's hard to imagine one product cleaning everything from windows to kitchen grease, and doing it well. It's also difficult to imagine an environmental cleaner that is also EPA-registered as a sanitizer. But once the new green product, the industry's first hydrogen peroxide-based multipurpose cleaner, was in the hands of the Custodial and Food Service staff at Orting, they quickly became believers.

#### Budget Continued...

It is because of our collective efforts - keeping beds full, keeping facilities running smoothly, generating revenue, paying bills, assisting veterans with VA entitlements - that we meet the following definitions in the Priorities of Government:

- ◆ Improve the health of Washington citizens

- ◆ Improve the security of Washington's vulnerable children and adults

- ◆ Improve the economic vitality of business and individuals

- ◆ Strengthen government's ability to achieve its results efficiently and effectively

Budget Updates will be posted through the end of the 2005 Legislative Session to ensure you are aware of where WDVA's budget

is in the process and what each of us can do to keep us on track!

Please feel free to contact any of the budget team members if you have questions:

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Ken Malmin: (360) 725-2165

kennethm@dva.wa.gov

Jim Lochner: (360) 725-2160

jiml@dva.wa.gov

or: 1-800-562-0132

# @ CENTRAL OFFICE...

## IT Security Policies Soon to Take Affect

On September 15, 2004, twenty-two (22) new Information Technology security policies will take affect for DVA employees, contractors, consultants, temporaries, workstudies and other workers. Each policy is available on the V-Net at: <http://isdev/policies.htm> (In addition to the policies listed below, you will see additional policies on the V-Net that are applicable ONLY to IS Staff members.)

All DVA employees, contractors, consultants, temporaries, workstudies and other workers are responsible for reviewing these policies. If you have any questions, please contact your supervisor or Dariush Khaleghi, IS Manager, at 1-800-562-0132 or (360) 725-2166.

The following overview provides a brief reference to each policy and its impact.

This reference sheet will provide you with quick information after you've reviewed each policy.

### General:

#### **240.120 Copyrighted Software and Licensed Materials Possession and Usage Policy**

To be compliant with this policy, all staff must obey licensing laws. Computer users may not install, distribute, acquire or reproduce software without the approval of the IS manager.

#### **240.130 Protection of IT Assets Policy**

To be compliant with this policy, all staff must protect IT assets. The policy states all users will lock their workstation when not in use – for example, when you leave your workstation for breaks, lunch or extended periods of time.

To lock your workstation, press three keys together: *Ctrl Alt Delete*

Then click on the *Lock Computer Button*. This will lock your computer. When you return, press the *Ctrl Alt Delete* keys to log back in.

#### **240.140 Protection of Personal Privacy Rights Policy**

To be compliant with this policy, all staff will protect client and employee sensitive data, this includes proper disposal of sensitive data reports.

This policy also states that employees will not sell Personal information.

### Personnel Security:

#### **240.220 Security Awareness Policy**

To be compliant with this policy, all staff must

attend Security Awareness training once a year. Training may be online material including videos or classroom setting.

### Physical Security:

#### **240.320 Physical Access Control Policy**

This policy addresses access to server rooms. No visitors are allowed in DVA server rooms. Access must be approved by the IS Manager. External service personnel must be accompanied by authorized staff.

### Data Security:

#### **240.430 Information Systems Auditing Policy**

This policy sets the groundwork to enable information service to monitor and audit use of IT assets.

#### **240.440 Protection against Malicious Code or Viruses Policy**

To be compliant with this policy, all staff must perform a virus scan weekly on their computer hard drive. To perform a virus scan you will need to:

- (1) Double click on the icon located by your clock that looks like a magnifying glass.
- (2) The VirusScan Console will open.
- (3) Click on *Scan My Computer*.
- (4) After *Scan My Computer* is Highlighted click on the *Start* button (It looks like a "Play" button on a VCR.)
- (5) When the VirusScan is complete, you can close the VirusScan Console

### Network and Telecom Security

#### **240.520 Internet Usage Policy**

To be compliant with this policy, staff will not download and install electronic applications from the internet without authorization from the IS manager.

The policy also states that IS will monitor internet use.

#### **240.530 Remote Access Policy**

To be compliant with this policy, remote users will not share their login and password.

All remote users must update and scan their hard drives for viruses. All agency owned equipment must be used for business only.

#### **240.540 Wireless Communications Policy**

We currently do not use wireless to access our network. This policy sets a standard for future use of wireless communications.

#### **240.550 Virtual Private Network Usage Policy**

This policy is for users that connect remotely (from home or while traveling on business) to our

network with VPN. (If you are not a remote user this policy will not affect you.) VPN users must keep their antivirus software up-to-date.

### Access Security

#### **240.620 Passwords Policy**

To be compliant with this policy, all staff must use complex passwords that are at least 8 characters long. Passwords cannot be reused for six password change cycles. (You cannot reuse your first password until your seventh password change.) Passwords must be changed every 90 days.

Complex passwords must contain two of the three criteria:

- (1) Uppercase letter
- (2) Lower case letter or numeral
- (3) Special character ( , @ # \$ % ^ & \* ( ) \_ + | ~ - = \ ' { } ] ] : ; ' < > ? , . / ) .

Examples of complex passwords: P@ssw0rd - This password has a special character @, Uppercase P, and numeral 0.

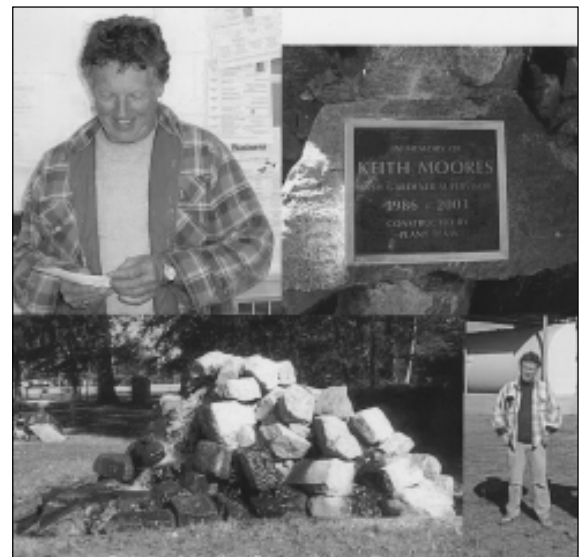
## @ORTING...

### A Tribute to "One of the Best"

Keith Moores was employed at the Washington Soldiers Home for over fourteen years. He started as a Gardener 1 and eventually became the Home's Gardening Supervisor. Keith was very proud of the way the campus grounds and cemetery always looked - especially the beautiful flowers and shrubs planted each spring. Both residents and staff often remarked how nice and "home-like" his crew kept the grounds. Unfortunately, Keith - their co-worker and special friend - passed away suddenly in July 2003, from cancer.

Since the Home's fishing pond needed a new water pump to maintain a constant flow of water to help with aeration, some type of cover or facade over the pump equipment was designed. Soon residents, Plant staff, and a few volunteers created a waterfall fountain from salvaged material and rocks donated from the quarry. It was then decided that this was an opportunity to dedicate the results of this "labor of love" to Keith Moores, honoring his undying love for beautiful settings. The new fountain is a superb and practical addition to the pond that will provide enjoyment for years to come.

The Plant staff contributed funds for a memorial plaque dedicated to Keith. A small ceremony was held on July 28, 2004 for Keith's family, friends. Keith's family provided a lunch following the dedication.



# @ SPOKANE...

## Behavior Team Created

In an effort to manage and monitor use of psychotropic medications in our residents, SVH developed the behavior team, which meets twice a month and is facilitated by the social work department. Members include our consultant psychiatric ARNP, Nancy Rider; consultant pharmacist, Linda Garrelts; social workers, Patty Hasbrouck and Ginny Fabbe; RN3, Rob Walker; and dietician, Karen Gilchrist. Other staff members participate as able, especially when they have a concern about a particular resident and want to be sure their thoughts are considered.

At each meeting approximately 15 residents are reviewed. Prior to the meeting a form is completed by social work for each resident, summarizing their current medications, diagnoses, medical conditions and behavior status. Social work contacts staff from each shift to obtain a thorough picture of residents behaviors and sleep patterns. Behavior and sleep monitors are reviewed. The team makes recommendations for behavioral interventions as well as medications changes and lab requests. The summaries are then given to the MD for review and a final determination on any changes.

Behavior Team has been an extremely successful avenue for maintaining quality of life for our residents. All staff have become familiar with behavior team as the avenue to ensure that all disciplines are involved in providing input on quality of life issues for residents. Both federal and state survey teams have commented on the value of team reports and recommendations.

Future goals for behavior team are to review and ensure that an effective process is in place to track and recommend dosage reductions per federal guidelines. We will also be including a member of our pain team monthly to ensure integration of issues of pain and their relationship to behavior problems.

Kudos to Ginny Fabbe, the creator of this team that has facilitated the positive changes in our residents!

## ABCs of Pain Management

Since the Spokane Veterans Home opened in October 2001, we have been looking at ways to improve our resident's quality of life.

One area that needed improvement was pain management. In a report by Sengstaken & King, 1993, 2/3 of all nursing home residents had chronic pain

lasting longer than 6 months and less than half were identified as having pain by their physician. Working with a pharmacy student (Ka Ning Chan) from Washington State University, Donna Martin MDS Coordinator/VARN, started the SVH pain management team.

Conducting resident and staff pain surveys, Donna and Ka Ning discovered that there were some misconceptions regarding pain in this population. Residents were reluctant to discuss pain because it meant they were "weak" or feared that their medical condition was getting worse. Staff did not have a clear understanding on how to assess pain, especially in residents with dementia. More important, there were no research based assessment tools, or policy and procedures. After months of research, Ka Ning and Donna presented staff with a comprehensive pain management analysis showing the complications from poorly managed pain, proper assessment, pharmacological and non-pharmacological pain management.

Currently, the pain management team is in the process of finalizing the facility's comprehensive pain assessment; one for the cognitive and another for the cognitively impaired. These forms have been trialed with good success. The assessment data collected was used for individualized care planning and symptom management. The next step is to create and trial our 24 hour pain documentation form, which should be ready by the end of September.

Since the beginning of the pain management team, Spokane has seen a decrease in our quality measures scores for short stay residents with pain. Future goals are to attend the behavior management team once a month to help integrate pain management issues with behavior management and perform follow-up surveys with staff members to ascertain post-education changes in their practices. Pain management is a team responsibility, and no resident should have to suffer from under-treated pain.

### ABCs of Pain Management

- A – Ask about pain regularly. Assess pain systematically
- B – Believe the patient and family in their reports of pain and what relieves it.
- C – Choose pain control options appropriate for the patient, family, and setting.
- D – Deliver interventions in a timely, logical, coordinated fashion.
- E – Empower patients and their families. Enable patients to control their course to the greatest extent possible.

# @ RETSIL...

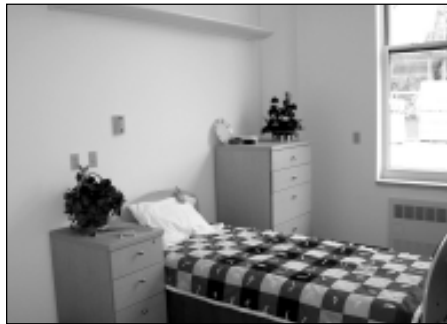
## Master Plan Construction Update

### Construction Team

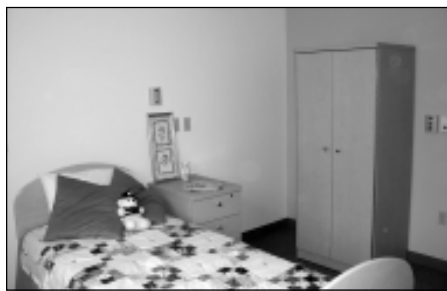
♦ **Relocation & Removal of Temporary Buildings:** Mortenson has moved the construction trailers to a site behind the carpenter shop. This move was necessary to make room for the storm water and sewer lines that will be placed in the area the trailers used to occupy.

As the construction project comes closer to completion, the temporary activities buildings will need to be removed. This move will likely take place in October and will mean that recreation and activities will be provided in alternate areas. The plan is to move Activities into the current Game Room area, necessitating the closure of the Snack Bar and store. Space is being evaluated to determine if there are any other options for relocation of these services or a method to provide modified services to meet resident wishes.

♦ **Buildings 6 and 7:** A series of meetings was held with residents and staff in July to discuss the future of Buildings 6 and 7. These were identified in



"Mock-Up" Rooms



the Master Plan as "functionally obsolete" and slated for demolition following completion of the new facility. Residents currently living in those buildings will have the opportunity to move into renovated and more spacious rooms in Building 10 and some will be offered rooms in the new facility.

Discussions will continue with residents and staff as the plans for moving and demolition are developed.

♦ **Room "Mock-Ups":** Two rooms in Building "C" – a single room and a double room – have been painted and furnished to offer residents, staff and community members a first glimpse into the future of the Veterans Home!

Complete with beds, dressers and window shades, the rooms were also giving the finishing touches of bedspreads, pictures and flowers in anticipation of residents touring the rooms. A State Department of Health and DSHS construction review team were on-site August 5h to view these rooms and provide input. Following this inspection, the rooms are now available for community members to tour. Tours must be scheduled in advance, as the rooms are in an active construction zone. Tours will also require safety vests, safety glasses and hardhats and be limited in size for safety. Sensible shoes are also required in the construction zone. Please call (360) 895-4700 for more information. Residents and staff members who wish to view the rooms may also contact the administration office to sign up for a tour.

♦ **Getting Involved:** Now is an exciting time in our Homes' History! If you would like to get your service/civic organization involved, make arrangements for them to visit. Or, you can have them contribute through a special donation account, to purchase courtyard furniture that will allow veterans to enjoy the great outdoors - in their own backyard!

For more information pick up a brochure at your administration office.



Buildings 6 & 7

## Activities to Celebrate

### SEPTEMBER

#### **HEALTHY AGING MONTH**

Focuses national attention on the positive aspects of growing older, particularly in the areas of physical, social, mental and financial fitness.

#### **11<sup>th</sup> PATRIOT DAY**

#### **12<sup>th</sup>-18<sup>th</sup> NATIONAL ASSISTED LIVING WEEK**

This week begins annually with Grandparents Day. National Assisted Living Week commemorates the staff and customers of our nation's assisted living residences.

#### **12<sup>th</sup>-18<sup>th</sup> NATIONAL HEALTHCARE HOUSEKEEPING**

**WEEK** This event recognizes the valuable contributions of housekeeping staff in business, industrial, and institutional settings.

#### **17<sup>th</sup> POW/MIA RECOGNITION DAY**

#### **19<sup>th</sup>-25<sup>th</sup> NATIONAL REHABILITATION AWARENESS WEEK**

### OCTOBER

#### **NATIONAL PHYSICAL THERAPY MONTH**

#### **1<sup>st</sup>- 8<sup>th</sup> NATIONAL GERONTOLOGICAL NURSING WEEK**

This week advances the specialty practice of Gerontological nursing to improve the care and well being of older adults.

#### **23<sup>rd</sup> MAKE A DIFFERENCE DAY**

Make A Difference Day is a national day of helping others—a celebration of neighbors helping neighbors.

#### **TBA NATIONAL HEALTHCARE FOOD SERVICE WEEK**

Honors employees who prepare and serve food in healthcare facilities.

#### **1<sup>st</sup>- 7<sup>th</sup> NATIONAL LONG TERM CARE PLANNING WEEK**

Raising awareness of the importance of long term care planning in everyone's retirement plan.

#### **10<sup>th</sup>-16<sup>th</sup> NATIONAL HEALTHCARE QUALITY WEEK**

#### **17<sup>th</sup>-23<sup>rd</sup> NATIONAL INFECTION CONTROL WEEK**

#### **19<sup>th</sup>-25<sup>th</sup> NATIONAL PHARMACY WEEK**

#### **19<sup>th</sup>-25<sup>th</sup> PASTORAL CARE WEEK**

#### **24<sup>th</sup>-30<sup>th</sup> NATIONAL HEALTHCARE FACILITIES AND ENGINEERING WEEK**

## Who's New

Heather Atherton, FSA1 Int  
Glenda King, FSA 1 Int  
Karolyn Cox, FSA1 Int  
Allison Schauer, FSA 1 Int  
Cecilia Dey, FSA1 Int  
Stephanie Harris, LPN 2 Int  
David DeVore, Assoc Supt  
Mary Jones RN 2

Lynn Montgomery, RN2  
Ginger Coble, RN 2  
Theresa Gage, LPN2  
Monica Kincaid, Pharm Asst A  
Michael Haro, NA1-C Int  
Kellie Graham, Office Trainee  
Karen Portzer, FA2 Temp project

## Who Needs a Hand

Listed below are employees approved for Shared Leave:

Cliff Valeriano  
Jeanette Chunko  
Rochelle Gates  
Josefina Bigler

Contact your HR dept. to contribute.

## Are You Registered to VOTE?

### **Secretary of State Sam Reed Urges You to Register to Vote**

To register to vote in the state of Washington, you must be:

- A citizen of the United States
- A legal resident of Washington state
- At least 18 years old by election day

In the state of Washington, you do not have to register by political party or declare political party membership to vote in the state's general election.

If you meet the above criteria you can register by completing and mailing in a voter registration form available on the web at [www.secstate.wa.gov/elections/register\\_mail.aspx](http://www.secstate.wa.gov/elections/register_mail.aspx) or by calling (360) 902-4151.

#### Registration deadlines

In general, you must register at least 30 days in advance of an election to be eligible to vote in that election. It is especially important to remember this deadline if you are registering by mail or by using the downloadable form, your application must be postmarked by the 30-day cutoff or it will not become effective until after the election.

If you miss the 30-day deadline, you can still sign up in time for the election, but you must register in person at your county elections department no later than 15 days before the election. Contact your county auditor or elections department for assistance and information.